

INGENIX®

Ingenix ERA Manager Implemented at Colorado Otolaryngology Associates, PC

Automated payment posting completed 12 times faster, with greater accuracy than manual payment posting

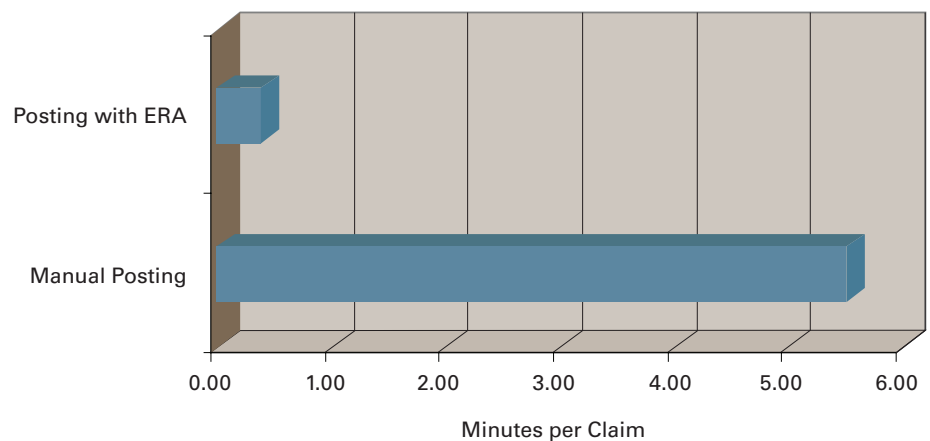
"Implementing the Ingenix ERA feature saves our practice more than \$25,000 per year in direct costs."

— Judy Boesen, Colorado Otolaryngology Associates

Challenges

The Colorado Otolaryngology Associates (COA), PC facility was struggling to post payments in a timely fashion. Its manual payment posting process took an experienced billing administrator about 30 minutes per page of a voucher, and a typical voucher received by COA could contain 18–20 pages. As a result, it took approximately 6 hours per batch to post payments. In addition, explanation of benefits (EOBs) were attached to each appropriate patient record and then tracked to process secondary filings. The manual payment posting process was clearly labor intensive, time consuming, and prone to error. And while the process was not cost effective, administrators at COA were somewhat reluctant to make a change that might disrupt their operations.

Automation of Payment Posting



Highlights

- ← Manual payment posting took COA an average of 5.19 minutes per claim payment
- ← Posting an electronic payment including verification time took COA an average of .43 minutes per claim payment
- ← COA saved \$1.04 per electronic claim payment in direct labor costs and reported an increase in accuracy

Solutions

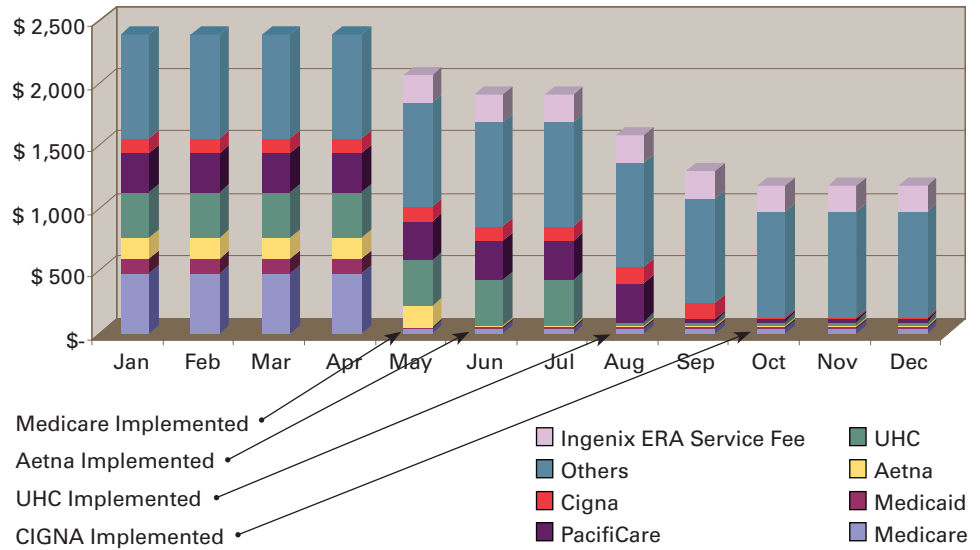
In May of 2004, COA Administrator Judy Boesen enrolled online to implement Ingenix ERA Manager, a web-based EDI application, within the practice. ERA Manager eliminated the need to manually post payments by providing an electronic remittance advice (ERA) file that includes detailed information on how

claims were paid, reasons for adjustment, and explanations for denials. This service expedited the payment process significantly: COA now devotes just 30 minutes to reviewing one complete voucher, saving about six hours per batch. In addition, the EOBs are scanned from the electronic file directly to the patient records, replacing paper EOBs and offering instant online access that makes retrieving EOBs virtually effortless. Because all-payer data is received in a consistent format, ERA Manager is a single, convenient source for all participating insurance payers.

Results

Since COA implemented ERA Manager, Ingenix has added (and continues to add) more payers. Each time a new payer is added, COA completes a simple online enrollment process and then waits one to two weeks for the electronic remittance data to begin coming from the new payers. As Ingenix adds more payers (now numbering almost 300 payers) to the ERA Manager service, COA saves more time and money with the automated process that streamlines the exchange of secure transactions with payers.

Monthly Direct Costs Associated with Posting Insurance Payments



For more information on the Ingenix ERA Manager service, please call 1 (800) 341-6141, option 3.